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**TO: Economic Support Supervisors
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W-2 Agencies
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**FROM: Amy Mendel-Clemens
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BHCE/BWP OPERATIONS MEMO

No: 04-42

DATE: 08/05/2004

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|-------|-------------------------------------|----------------------------|--------------------------|-----|--------------------------|
| FS | <input checked="" type="checkbox"/> | MA | <input type="checkbox"/> | SC | <input type="checkbox"/> |
| CTS | <input type="checkbox"/> | CC | <input type="checkbox"/> | W-2 | <input type="checkbox"/> |
| FSET | <input type="checkbox"/> | EA | <input type="checkbox"/> | CF | <input type="checkbox"/> |
| JAL | <input type="checkbox"/> | JC | <input type="checkbox"/> | RAP | <input type="checkbox"/> |
| WIA | <input type="checkbox"/> | WtW | <input type="checkbox"/> | | |
| Other | EP | <input type="checkbox"/> ★ | | | |

PRIORITY: HIGH

SUBJECT: Processing Verification for Closed Food Stamp Cases

CROSS REFERENCE: Operations Memo 01-29

EFFECTIVE DATE: With the release of this memo.

PURPOSE

This memo outlines instruction on how to process information for a Food Stamp (FS) case during the first calendar month after FS have closed. This includes processing requested verification items received in an agency and the effect of this process on the FS case.

BACKGROUND

Contrary to correct FS policy, CARES is allowing a closed FS case to reopen within 41 days of the closure date without a new application. CARES will reopen FS cases if verification that is due in the month after the closure month is received and entered in CARES, even if the verification is turned in after the specified verification due date. Because of the way CARES treats these situations, we are seeing a number of cases that have 'popped open' incorrectly. We anticipate that late verifications for SMRFs will increase this problem. Follow the instructions in this memo to prevent these cases from opening incorrectly.

PROCESSING

Processing information and verification items received during the first calendar month after the FS case has closed:

- Received on or before the verification due date:

Verification of changes reported during a review or for any change reported prior to the last day of the closure month: Change the date on ACPA for FS to the first day of the month before running SFEX/SFED, so that FS benefits will not be prorated. Run SFEX/SFED and confirm the benefits.

A June review is started on 6/25/04 with verification due on 7/5/04. The verification was received by the agency on 7/2/04. The worker should update ACPA to July 1, 2004 so benefits for July are not prorated.

Verification of changes reported on a SMRF: Enter the verification when it is received, run SFEX/SFED and confirm the case. Do not change the dates on ACPA. CARES has been programmed to allow a closed FS case to re-open and issue month seven benefits back to the first of the month without running with dates or changing the date on ACPA. This change was implemented to allow FS benefits to be issued back to the first of the month without additional worker intervention when a SMRF is being processed.

- Not received by the verification due date: Enter NV or QV in the appropriate verification field, run SFEX/SFED and confirm the case. The FS case will remain closed. The FS request on ACPA may be changed to "N" only after the denial has been confirmed. When changing the request on ACPA from Y to N, the dates must be updated.
- Received after the verification due date: Be sure that NV/QV has been entered and the closure confirmed with reason code 112, before changing ACPA to N. Then, enter the verification when it is received, tran to ACPA, update the date, change the request for FS from Y to N (because verification was not received timely), run SFEX/SFED, and confirm the case. The FS case will remain closed; the recipient must complete a new application to reopen the FS case.

If changes are made in CARES after the FS case has been closed for more than 40 days CARES will not reopen the case. Refer to Operations Memo 01-29 for more details.

IMPACT ON OTHER PROGRAMS

Process verification items requested for other assistance programs in accordance with that program's policies.

CONTACTS

BHCE CARES Information & Problem Resolution Center

★Program Categories – FS – Food Stamps, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WtW – Welfare to Work, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHFS/DHCF/BHCE/JE